

## Effective People Management

Encouraging effective and good Management practice is important for your business. This means not just doing the minimum to abide by the law, but also managing the employees in a way which is most beneficial to your type of business, your clients and the local community.

The course is designed to remind managers of key law and effective practices affecting their work,

Managers, supervisors or team leaders who have responsibility for the management of employees should attend this course

This one day course covers the following:

- An overview of employment law
- Effective recruitment, why poor decisions are made and the cost of poor decisions
- The recruitment and retention process, including job descriptions and Personal specifications
- Attracting candidates/The right ones, short listing and selection
- Information Pack, interview (test or assessment)
- Induction – Did we get it right
- Performance management, dealing with poor performance, skills gaps, dealing with difficult people and situations, and five steps to resolving difficult situations
- Influencing others, disciplinary/grievance and absences



**Training Methods:** Theory and practical work, case studies and group discussion. Students will take away with them a comprehensive course hand out.

**Assessment:** is through a workbook which is marked by the Tutor and then verified by an assessor, for Quality Assurance purposes. To gain a certificate a course mark in excess of 80% is required. On successful completion of the course, students will receive a certificate. Employers will receive all necessary paperwork to provide an auditable paper trail.